



ABOUT THE AGENCY





About the Agency



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Mission Statement

The Department of Revenue's mission is to provide accurate and timely information to all our customers, and apply tax laws fairly and consistently, with a competent workforce committed to success.

Organizational Structure

The Montana Department of Revenue is composed of six divisions:

The **Customer Service Division** is designed to provide centralized and consistent customer service, revenue collection, and document processing for the department and for state agency partners.

The **Business and Income Taxes Division** oversees audits and verifies compliance with Montana tax law for all taxes, and completes appraisals and assessments of industrial and centrally assessed property.

The **Property Assessment Division** is responsible for the valuation and assessment of real and personal property throughout the state for property tax purposes. The division is comprised of a central office located in Helena and six regions. There is a local DOR office located in each county seat within the regional areas.

The **Resource Management Division** provides service and support to the department by integrating Human Resources, Payroll and Benefits, Education and Training, Liquor Distribution, Accounting, Purchasing, and Facilities and Asset Management.

The **Information Technology Division** provides service in the area of data support, applications support, technology support, and user assistance that enables the department to meet its business objectives.

The **Director's Office** supports the agency's director and is composed of six work units. The basic function for each unit is:

- *Legal Services* supervises the overall legal efforts of the department, which includes rules, policies, bankruptcy, disclosure officer and the Office of Dispute Resolution.
- *Tax, Policy and Research* is responsible for the preparation of legislative fiscal notes that affect revenue, the analysis of legislative proposals affecting the department, and department economic data analysis.
- *Budget Analyst* provides ongoing oversight of the department budget.
- *Communications* manages the department's communication activities, including information dissemination, media relations, document editing, stakeholder relations, website maintenance, public involvement and special events.
- *Internal Quality Manager* is responsible for providing management with information about the adequacy and the effectiveness of its system of internal controls and quality of its operations with established standards and management expectations.
- *Administrative Support* assists all units in the Director's Office with administrative responsibilities. This includes preparing for legislative committees, editing correspondence and finalizing mass mailings.



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Organizational Chart 2004

